

# Housing & Community Development Corporation of Hawaii

## 2003 Public Housing Assessment System

### Resident Services and Satisfaction Survey Follow-up Plan

Concern	Item	Strategy	Department	Date to be Launched	Funding Source
Communication	Adequate Communications	Continue to utilize monthly rent bill as a means to publicize important announcements and updates on such issues as major modernization projects, services, self-sufficiency programs, policies and rules, procedures, safety programs, crime prevention efforts, resident association announcements and/or success stories of the residents by using inserts.	HIO, PMMB & RSS	Ongoing	Project Funds
		Continue to assist communities with developing resident leadership, forming resident associations, and distributing resident participation funds for the primary purpose of supplementing resident participation in PHA planning activities.	RSS & PMMB	Ongoing	RSS
		Continue to coordinate and facilitate regular meetings with the Resident Advisory Board to provide support and training on PHA policies and programs.	RSS	Ongoing	RSS
		Encourage management to attend resident association meetings on a quarterly basis to discuss quality of life issues, procedures, policies, topics of concern and/or of interest.	PMMB & RSS	Ongoing	PMMB
		Continue to provide important documents, announcements, etc. in different languages upon request.	PMMB & RSS	Ongoing	PMMB & Project Funds
		Continue to use bulletin boards or other areas of high traffic to display important announcements and updates on such issues as major modernization projects, services, self-sufficiency programs, policies and rules, procedures, safety programs, crime prevention efforts, resident association announcements and/or success stories of the residents.	PMMB & RSS	Ongoing	PMMB & Project Funds
		Work In Progress spreadsheet, quarterly review and quarterly resident meetings to be conducted to monitor above-mentioned items for effectiveness.	PMMB & RSS	Ongoing	N/A
	Staff Training	Staff will receive continuing education and be afforded the opportunity to attend seminars of their choice, to improve and enhance their ability to deliver the requisite quality of service and to operate the program.	PMMB & PERS	Ongoing	Project Funds

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<b>Safety</b>	Safety Course and Brochures	Continue to coordinate training and workshops for residents in coordination with local law enforcement on home safety and how to form neighborhood watch programs and voluntary tenant patrols.	RSS	Ongoing	PHDEP
	Communication	Distribute brochures on crime and safety for residents produced by experts in the field such as Channing-Bete and local law enforcement.	RSS	Ongoing	PHDEP
		Conduct quarterly safety meetings in conjunction with resident association meetings to obtain feedback and develop strategies.	RSS & PMMB	Ongoing	
		Work In Progress spreadsheet, quarterly review and quarterly resident meetings to be conducted to monitor above-mentioned items.	PMMB & RSS	Ongoing	N/A
	Facility Improvements	Continue to use a portion of TBD funds for CPTED measures including but not limited to, traffic calming and safety devices and signs, security alarms, locks, improved lighting, securing utility boxes, researching the cost benefit of gated and guarded communities, removing obstructing barriers, plants, brush and trees.	RSS & DEV	Ongoing	TBD
		Work In Progress spreadsheet, quarterly review and quarterly resident meetings to be conducted to monitor above-mentioned items.	PMMB & RSS	Ongoing	N/A
	Crime Prevention Through Environmental Design (CPTED)	Coordinate training for Development, Property Managers, and maintenance staff on CPTED.	RSS	Ongoing	PHDEP
		Continue to maintain and update list of CPTED measures to determine their effectiveness.	RSS & DEV	Ongoing	Various

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	Local Law Enforcement	Work with local law enforcement to recruit, organize and train residents to create neighborhood watch programs and voluntary resident patrols.	RSS	Ongoing	TBD
		Implement and coordinate periodic voluntary resident patrols with management, resident leaders, and local law enforcement.	RSS	Ongoing	TBD
		Encourage local law enforcement to attend resident association meetings on a quarterly basis to discuss strategies on improving safety and reducing drugs and drug-related crime.	RSS	Ongoing	TBD
		Continue to collaborate with the Weed & Seed to develop like kind strategies in non Weed & Seed sites.	RSS & PMMB	Ongoing	
		Develop, in cooperation with local law enforcement, standard voluntary resident patrol training manual.	RSS & PMMB	August 2003	PHDEP
		Work with local law enforcement to provide annual or semi-annual voluntary resident patrol "refresher" training.	RSS	January 2004	TBD
		Work In Progress spreadsheet, quarterly review and quarterly resident meetings to be conducted to monitor above-mentioned items.	PMMB & RSS	Ongoing	N/A

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<b>Neighborhood Appearance</b>	Resident Associations	Continue to improve and partner with resident association on the response and removal of graffiti.	PMMB	Ongoing	Project Funds
		Continue to evaluate and inspect each housing community's exposure to pests and rodents, with timely inspections and assistance from Vector Control.	PMMB	Ongoing	Project Funds
		Continue to improve awareness of quarterly trash days for large item pick up through HCDCH Newsletter, monthly rent bill and/or flyers posted on-site in high traffic areas.	PMMB	Ongoing	PMMB
		Continue to explore opportunities for resident associations to contract their services for landscaping and grounds keeping.	PMMB & RSS	Ongoing	ROSS Grants
		Continue to provide training, appropriate tools and supervision to residents that are required to maintain their yards per the rental agreement.	PMMB	Ongoing	TBD
		Conduct quarterly strategies obtain feedback and develop strategies on assisting in maintaining the community.	PMMB & RSS	January 2004	TBD
		Coordinate quarterly beautification projects in conjunction with resident associations and/or non-profit organizations.	PMMB & RSS	January 2004	Project Funds
		Work In Progress spreadsheet, quarterly review and quarterly resident meetings to be conducted to monitor above-mentioned items.	PMMB & RSS	Ongoing	N/A
	Capital Fund/ Comprehensive Grant Program	Continue to share with the Resident Advisory Board, HCDCH's schedule that prioritizes the extraordinary and deferred maintenance of the housing communities and the estimated "start date" thereof.	Dev, PMMB & RSS	Ongoing	Capital Funds & Comprehensive Grants
		Work In Progress spreadsheet, quarterly review and quarterly resident meetings to be conducted to monitor above-mentioned items.	PMMB & RSS	Ongoing	N/A